

Excellence Inc. Training Modules Report

Final Report

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Data Page

Name of Component:	PSPI
Author:	Andrew Kaiser
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Abbreviations and Acronyms

AMIR	Achievement of Market-Friendly Initiatives and Results Program
COE	Centers of Excellence
EI	Excellence, Inc.
JISM	Jordan Institute for Standards and Metrology
KAAGPT	King Abdullah Award for Government Performance and Transparency

Abstract

This report presents a list of the training modules prepared and presented to Excellence, Inc. staff. PSPI consultant provided the training to transfer knowledge from the Centers of Excellence Program to Excellence, Inc. staff.

Excellence Inc. Training Modules

Tuesday, September 07, 2004 Afternoon session: 3:00

1. Guidebook review--**Completed**

HW: Read Guidebook (Can skip methodology, Government pillars sections)

Tuesday, September 07, 2004 Afternoon session: 4:00

2. Roles and responsibilities of Excellence Inc. Consultants--**Completed**

- What we looked for in hiring, why
- Technical skills
- Team-building, coaching skills
- Future prospects (each manage a sector)

Wednesday, September 8, 2004 Morning Session: 9:00

3. Business Plan overview--**Completed**

HW: Read Business Plan

- Review mission, mandate, objectives, opportunities

Wednesday, September 8, Afternoon session: 3:00

4. COE methodology--**Completed**

HW: Read methodology section of guidebook

- Presentation, discussion

Thursday, September 9, Morning Session: 9:00

5. Pillars--**Completed**

HW: Read Pillars section of Guidebook

HW: Various articles

- Presentation

Monday, September 13, 9:00

6. Carrying out benchmark assessments at partners --**Completed**

HW: Read benchmark assessment of one COE Client

HW: Read benchmark assessment methodology

HW: (after this session) Prepare JISM counterpart for assessment

HW: (after this session) Write draft indicator questions

- Purpose
- Preparation
- Requirements
- Implementation
- Survey
- Scoring
- Write-up
- Packaging

Tuesday, September 14, 9:00--**Completed**

7. Criteria Presentations of EI team members,
(not a training per se, but a review of EI understanding of criteria)
- Processes-Tawfiq
 - Knowledge-Eyad
 - Leadership-Ola
 - Processes-Faris

Tuesday, September 14, 3:00

8. Strategic Planning Session 1: --**Completed**

Wednesday, September 15: 9:00

9. Larry Milner to offer his insights on government advocacy—**Completed**

Wednesday, September 15: 10:00

10. Recommending COE team client candidates --**Completed**
- Skill sets desired
 - Teams supporting core team
 - Requirements (participation, time, commitment)
 - Recommending replacements

Wednesday, September 15: 3:00

11. COE team meetings at partner organizations --**Completed**
- Approach, style, guidelines
 - Frequency
 - Desired outcomes, momentum

Thursday, September 16, 3:00

12. Strategic Planning Session 2: Thursday, September 16, 3:00--**completed**

Sunday, September 19, 9:00

13. Excellence Inc. proposed advocacy services --**Completed**

Sunday, September 19, 10:00

14. Criteria and Government Presentations of EI team members--**Completed**
- Knowledge-Rasha
 - Government Performance-Jennifer

Sunday September 19, 3:00

15. Sample COE benchmark assessment meetings --**Completed**
- Knowledge—led by Hatem
 - Leadership—led by Andrew

Monday, September 20, 9:00

16. Excellence terminology, review English and decide on Arabic translations

Monday, September 20, 9:00--**Completed**

Monday, September 20, 3:00

17. Strategic Planning Session 3: Monday, September 20, 3:00—**Completed**

Tuesday, September 21, 1:00

18. Observe sample assessment meetings: Tuesday, September 21, 1:00--**Completed**

September 22 and September 23

19. Benchmarking assessment training by doing—**Completed**

Sunday, September 26, 1:30

20. Benchmark Assessment scoring, write up—set timelines, guidelines, process, techniques: **Completed**

Monday, September 27, 10:00

21. *Sample COE forum 1--**completed**

Monday, September 27, 3:30

22. Strategic Planning session 4—Larry Milner—**completed**

Tuesday, September 28, all day

23. *KAAGPT Assessor Training: (citadel) --**completed**

Wednesday, September 29, 3:00

24. *Sample COE forum 2: --**completed**

Thursday, September 30, 9:00

25. Benchmark Assessment scoring, write up—set timelines, guidelines, process, techniques: --**completed**

Thursday September 30, 3:00

26. Shared constraint follow through follow-through,
Guidelines
Selection
Management, tool-kit review—**completed**

Subsequent trainings to be carried out in early October

Training on how to hold a good meeting—Rebecca (tentative)

Setting and prioritizing national goals-----Mai Qaisi, JISM

Task force management---Walt Hekala